

TENNESSEE REGULATORY AUTHORITY

Melvin Malone, Chairman
Lynn Greer, Director
Sara Kyle, Director



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

October 5, 1999

Mr. Charles Howorth
Vice-President Regulatory
BellSouth Telecommunications, Inc.
Suite 2104
333 Commerce Street
Nashville, Tennessee 37201-3300

Dear Mr. Howorth:

United Way of Greater Knoxville, on behalf of Knox Helpline, Inc., has filed the attached application with the Authority for the allocation of N11 number 211 pursuant to BellSouth's tariff A39. This matter has been assigned Docket No. **99-00743**. Please inform the Authority by October 15, 1999, if the N11 number 211 is available for assignment or if an alternate is available.

If you have any questions concerning this matter, please call Carsie Mundy at 615-741-2791 ext. 166.

Yours truly,

A handwritten signature in black ink, appearing to read "K. David Waddell".

K. David Waddell
Executive Secretary

Attachment(1)



September 22, 1999

Mr. David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

Dear Mr. Waddell:

Please accept this letter as our formal application to secure an *N11* number to be used as the primary, non-emergency information and referral service for the Greater Knoxville local calling area.

United Way of Greater Knoxville has made a financial commitment to maintain and operate the number *211* as an easy access telephone information help-line. We are specifically requesting *211* because this is the number being used by cities in Georgia, Texas, and Connecticut to provide the same community service.

Funding has already been appropriated to satisfy start-up costs, a volunteer governing board is in place, and plans to market the program to the community have been drafted. We are ready to establish a date to open the service and begin connecting callers with agencies and organizations that can improve, and in some cases transform, the lives of thousands of East Tennessee residents.

Thank you for the time and consideration you will give our request. We will await your decision and we welcome your advice and comments.

Sincerely,

A handwritten signature in black ink that reads "Ben Landers". The signature is written in a cursive, flowing style.

Ben Landers
President

BL/kj

cc: Larry B. Martin, Chairman of the Board
United Way of Greater Knoxville